



Heritage-WTI, Inc.
Corrective Preventive Action Request (CPAR)

2012.0721.6⁶

Closed

Submitted By:	Frank Murray	Issuing Department:	General
Date of Finding:	1/31/2012		
Responsible Department:	Customer Service	Date Submitted:	2/28/2012
Assigned To:	Jeremy Williams		
Description of Non-Conformance:			
Preventive - Reissue a recommendation from the 12/12/11 incident 2011.1537 - develop a means to limit scheduling of waste streams that have a restriction such as profile 96406-14 limit to 3 orders/week. Customer service representatives makes informal agreements or instruction with customers that only they have access. These may missed or not be passed along to someone picking up their workload when they are out on vacations, sickness, etc. Consider programming a pop up on the schedulers screen for customer service to populate with additional information when receiving and scheduling an order.			
Cause:			
Container Process PHA - This action items relates to UPSTREAM PHA of Area 2.			
Source of Corrective Action/Preventive Action Request:			
By: 2			
Severity:			
Corrective/Preventive Action Plan:			
Spoke with Indy IT and WTI IT and they wanted to add a schedule set. There are too many ways to schedule around a specific schedule set, and this will not track loads accurately. This will be based on projects that occur and currently we have a BP project that is going on. We have weekly conference calls to track these loads to make sure we do not go over our limit.			
Changes to SOPs or Work Instructions (if needed):			
Associated Work Orders:			
Error here			
ADODB.Recordset error '800a0cc1'			
Item cannot be found in the collection corresponding to the requested name or ordinal.			
/JAMS/JAMS/Include_SheetFillInCells.asp, line 60			
Department Manager Approval:			